

Facilitator CHiPs



Constructive, Helpful, and Informative Practices

Prepared by the ORO Facilitator Program to help enhance individual and organizational excellence

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Facilitation Services Available:

- ♦ Process Improvement
- ♦ Team Building
- ♦ Change Management
- ♦ Strategic Planning
- ♦ Customer Focus and Assessment
- ♦ Baldrige Quality Award Criteria for Performance Excellence
- ♦ Valuing Differences
- ♦ Problem Solving, Decision Making, and Consensus Building Tools
- ♦ 360° Feedback Instruments
- ♦ Problem Identification and Clarity
- ♦ Reengineering
- ♦ Integrated Organizational Renewal
- ♦ Facilitator Skills Training for Supervisors

For more information about facilitator services or to suggest a CHIP topic, e-mail or call:

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Visit the [Facilitator Program Web Page](#)

www.oakridge.doe.gov/fac

EMOTIONAL INTELLIGENCE (EI)

Why is “emotional intelligence” important? There are 4 key reasons to focus on developing EI in the workplace:

- EI competencies are a critical component of performance in most jobs. 90% of the competencies for leadership are emotional or social in nature.
- There is a skill deficit in these skills. It has been estimated that more than 80% of people applying for entry-level jobs lack self-discipline in their work habits.
- Organizations have systems to support development activities – most individuals do not have the resources available.
- We spend more time at work than doing anything else, other than sleeping. Work is where we need EI skills.

Emotional intelligence, according to Mayer and Salovey, is “The ability to perceive, appraise, and express emotion accurately and adaptively; the ability to understand emotion and emotional knowledge; the ability to access and/or generate feelings when they facilitate thought; and the ability to regulate emotions in ways that assist thought.” Recent research has shown that IQ does not differentiate successful from unsuccessful people in the workplace, but EQ (Emotional Quotient) does. The EQ measures non-cognitive abilities like self-awareness, self-regulation, motivation, empathy, and social skills.

A great number of books are flooding the bookstores concerning EI – what it is, how to develop your skills, etc. Now is the time to expand your summer reading – it could help you get along with co-workers as well as provide great personal and professional satisfaction and growth.

The ORO Facilitator program is available to assist your team or work group with organizational development needs, including dealing with and implementing changes (see sidebar).